

Program B: Civil Law

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation budget request.

Proposed performance standards do not reflect the most recent budget adjustments implemented by the Division of Administration during development of the FY 2003-2004 Executive Budget Supporting Document. Rather, proposed performance standards indicate a "To be established" status since the agency had insufficient time to assess the full performance impacts of the final Executive Budget recommendation. As a result, during the 2003 Legislative Session, the agency will seek amendments to the General Appropriations Bill to identify proposed performance standards reflective of the funding level recommended in the Executive Budget Supporting Document.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

1. (KEY) To perform a __day average total receipt-to-release time for opinions and maintain a __day average response time for research and writing opinions.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: As of 1998, the Office of the Attorney General instituted a new computer tracking program for opinions. This program was written to track the amount of time from the receipt of an opinion request until the release of an opinion by the office. Prior to the implementation of this computer tracking system, opinion processing time was calculated by hand and only the amount of time an attorney used to research and write an opinion was calculated. Under that manual tracking system, the average 30-day response time (which was calculated as the writing period) was targeted to be decreased to 27 days in the department's FY 1998-1999 operational plan and this was accomplished. However, the supervisory review of all opinions is a very important aspect of opinion writing. Since supervisory review does affect the total amount of time it takes to release an opinion, it was included in the department's outcome measure beginning with Operational Plan FY 1999-2000.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 464 | K | Average response time for attorney to research and write opinions (in days) | 32 | 18 | 29 | 29 | 29 | To be established |
| 6213 | K | Average total time from receipt to release of an opinion (in days) | 49 | 31 | 45 | 45 | 45 | To be established |

Note: For more information on attorney general opinions, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: ATTORNEY GENERAL OPINIONS | | | | | | |
|--|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 12252 | Number of opinion requested ¹ | 570 | 433 | 509 | 473 | 726 |
| 12254 | Number of opinion withdrawn | 69 | 12 | 44 | 62 | 59 |
| 12256 | Number of opinions released | 419 | 306 | 421 | 319 | 286 |
| 464 | Average response time (in days) for attorney to research and write opinion | 28 | 21 | 28 | 25 | 18 |
| 6213 | Average total time (in days) from receipt to release of an opinion ² | 45 | 36 | 45 | 38 | 31 |

¹ These numbers include opinions for all Department of Justice divisions since the Civil Law Program must review all of these opinions and this review is factored into average total time from receipt to release of an opinion.

² As of 1998, the Office of the Attorney General instituted a new computer tracking program for opinions. This program was written to track the amount of time from the receipt of an opinion request until the release of an opinion by the office. Prior to the implementation of this computer tracking system, opinion processing time was calculated by hand and only the amount of time an attorney used to research and write an opinion was calculated.

Note: Currently, computer research of Louisiana Attorney General opinions is available through "WESTLAW" from January 1977 to present and through "LEXIS" from September 1974 to present. The Louisiana Senate also has Attorney General opinions on its computer system from 1990 to present.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

2. (KEY) Through the Civil Division, to retain in-house __% of the litigation cases received during the fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The attorney general is the agent for service of process for the State of Louisiana. However, this objective relates only to the cases handled by the Civil Division.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|--|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 470 | K | Percentage of cases handled in-house each fiscal year | 95% | 98% | 98% | 98% | 98% | To be established |
| 471 | K | Number of cases received | 600 | 564 | 600 | 600 | 600 | To be established |
| 473 | K | Number of cases contracted to outside firms each fiscal year | 30 | 3 | 24 | 24 | 24 | To be established |

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

3. (SUPPORTING) Through the Public Finance and Contracts Section of the Civil Division, to continue to process contracts within an average of __ days; resolutions within an average of __ days, public bond approvals within an average of __ days; and garnishments within an average of __ days.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Contracts include those prepared on behalf of the Department of Justice, those entered into by state agencies, boards, and commissions, and those employing special counsel by political subdivisions. Public bond approvals are known as TEFRA's. TEFRA is an acronym for Tax Equity and Fiscal Responsibility Act. Garnishments include payments of funds from the state treasury that would otherwise go to state employees or third persons but are sometimes garnished by creditors of the state employees or third persons.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 477 | S | Average processing time for contracts (in days) ¹ | 13 | 13.66 | 12 | 12 | 12 | To be established |
| 478 | S | Average processing time for resolutions (in days) | 7 | 8.15 | 6 | 6 | 6 | To be established |
| 6218 | S | Average processing time for public bond approvals (TEFRA) (in days) | 4 | 6.00 | 6 | 6 | 6 | To be established |
| 6219 | S | Average processing time for garnishment (in days) | 13 | 5.17 | 13 | 13 | 13 | To be established |

¹ This indicator also includes contract amendments.

For additional information on the Public Finance and Contracts Section of the Civil Division, see the General Performance Indicator table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: PUBLIC FINANCE AND CONTRACT SECTION | | | | | | |
|--|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 481 | Number of contracts reviewed and processed | 206 | 161 | 202 | 145 | 154 |
| 12259 | Number of amendments reviewed and processed | 80 | 86 | 58 | 35 | 76 |
| 12260 | Number of resolutions reviewed and processed | 375 | 348 | 368 | 277 | 290 |
| 12261 | Number of public bond approvals (TEFRAs) reviewed and processed | 15 | 37 | 31 | 17 | 21 |
| 12262 | Number of garnishments processed | 78 | 98 | 96 | 95 | 67 |

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

4. (KEY) Through the Collections Section of the Civil Division, to collect an average of \$___ in outstanding student loans each fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Funds recovered by the Collections Section are directly affected by the age, number, and type of cases in the section's portfolio. In some years, the section has been able to collect more money than others, depending on whether or not the section has received many new accounts and whether the section has had great numbers of accounts that have been recalled during the course of the fiscal year. Realistically, the section will eventually deviate from its continued upward trend of recoveries because the section will not always have as many accounts coming in for collection as are going out.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 474 | K | Number of outstanding student loan cases closed | 2,500 | 18,457 | 5,000 | 5,000 | 10,000 | To be established |
| 476 | K | Total collections from outstanding student loan cases | \$3,000,000 | \$4,636,803 | \$3,000,000 | \$3,000,000 | \$4,000,000 | To be established |

¹ Increase in numbers of outstanding student loan cases closed due to the cancellation of the Office Student Financial Assistance (OSFA) new placement over 270 days without payment, and also OSFA accounts that have a 60 day gap between payments and prompt identification of non-collectible accounts.

Note: For more information on collections, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: COLLECTIONS SECTION | | | | | | |
|--|----------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 12265 | Number of pending cases | 16,842 | 13,851 | 12,565 | 15,655 | 15,166 |
| 12268 | Number of cases closed | 4,256 | 4,139 | 6,229 | 16,314 | 18,457 |
| 12270 | Total collections | \$3,576,666 | \$4,550,123 | \$4,851,398 | \$4,738,819 | \$4,636,803 |

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

5. (SUPPORTING) Through the Civil Division and Public Protection Division, to continue to process and respond to __% of the duty calls received during the fiscal year.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Every working day of the fiscal year an attorney from the Civil Program is on duty to receive, process, and respond to the questions--legal or nonlegal--from the general public. Tasks include telephone responses, research, mail-outs, and assistance with walk-ins. Twelve training meetings related to duty calls are held each year.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|--|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 6214 | S | Percentage of duty calls processed and responded to each fiscal year | 100% | 100% | 100% | 100% | 100% | To be established |

Note: For input and output indicators related to duty calls, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: DUTY CALLS | | | | | |
|---|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 469 | Number of duty calls received ¹ | 7,086 | 4,422 | 6,255 | 6,140 |
| 10447 | Number of research and mailouts performed | 621 | 225 | 590 | 2,478 |

¹ The number includes all requests for information from Justices of the Peace processed as duty calls.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

6. (SUPPORTING) Through the Tobacco Enforcement Unit, to ensure compliance with Tobacco Master Settlement Agreement provisions by conducting ___ field checks on tobacco-sponsored special events and ___ random site checks on retail tobacco outlets.

Strategic Link: This objective is related to the program's Strategic Goal I: Provide superior and professional services on behalf of the State of Louisiana through the Civil Program.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Tobacco Settlement

Explanatory Note: The compliance checks conducted by the Office of the Attorney General (OAG) are different from the compliance checks performed by the Office of Alcohol and Tobacco Control (ATC) in the Department of Revenue. The OAG checks for violations of the Master Settlement Agreement. These violations can include advertising violations in newspapers or magazines, brand name merchandising violations, brand name sponsorship violations, free sample violations, or other violations. OAG checks identify tobacco products made by tobacco manufacturers that are not part of the Master Settlement Agreement so that the OAG can ensure that those manufacturers establish escrow accounts in accordance with state law (LRS 13:5061), which expressly requires the attorney general to enforce the provisions of the law. The ATC enforces Title 26 of the Louisiana Revised Statutes, the Beer and Liquor Law, and the Youth Access to Tobacco Law by conducting random inspections at locations where alcoholic beverages and tobacco are sold.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 10449 | S | Number of field checks conducted at tobacco-sponsored special events | 15 | 3 ³ | 6 | 6 | 6 | To be established |
| 10450 | S | Number of random site checks conducted at retail tobacco outlets | 200 | 209 | 200 | 200 | 200 | To be established |
| 13904 | S | Percentage of tobacco wholesaler reports audited for accuracy each month ² | Not Applicable ³ | Not Available ³ | Not Applicable ³ | 5% ³ | 5% | To be established |

¹ The number of tobacco-sponsored special events in Louisiana and the number of retail tobacco outlets is lower then originally estimated. Thus, efforts will be focused on educating the public to report violations through our presentations on the Master Settlement Agreement.

² The Tobacco Enforcement Unit reviews reported submitted by tobacco wholesalers for accuracy. The wholesaler reports are the basis for the amount of money that is deposited into escrow as required by Louisiana law. If the report is not accurate, unit staff work with the company to ensure the correct amount of money is deposited into escrow. If that effort is not successful, the Department of Justice files suit. The unit receives approximately 60 reports per month, 180 per quarter. Every report is reviewed that comes into the Tobacco Unit, however, the staff primarily relies on the wholesalers to report what was sold that month. To ensure accuracy of the reports, a random sample of 5% of the report received each month will be reviewed to verify the figures submitted by wholesalers. This verification process may include on-site visits by staff and requests for paperwork (invoices, order forms, etc) from wholesalers to verify the accuracy of the information.

³ This is performance indicator did not appear under Act 12 of 2001 or Act 13 of 2002 and does not have performance standards for FY 2001-2002 or FY 2002-2003. The value shown for existing performance standard is an estimate of yearend FY 2002-2003 performance not a performance standard.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

7. (KEY) Through the Insurance and Securities Section of the Public Protection Division, to handle in-house ___% of the cases, claims, and proceedings involved in receivership during the fiscal year.

Strategic Link: This objective is related to the program's Strategic Objective V.2: Increase in-house representation in receivership and insurance regulatory matters by June 30, 2003. It is also related to the program's Strategic Goal V: Provide competent and quality legal representation and counsel in insurance receivership matters and other insurance regulatory matters.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Staff training is an important strategy for achieving the strategic goal and strategic and operational objectives cited above.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 6234 | K | Percentage of cases, claims, and proceedings involving receivership that are handled in-house | 75% | 79% | 75% | 75% | 65% | To be established |
| 6235 | S | Percentage of section staff receiving in-house training | 100% | 100% | 100% | 100% | 100% | To be established |
| 6236 | S | Number of hours of in-house training provided | 5 | 5.50 | 5 | 5 | 5 | To be established |
| 6237 | S | Percentage of section staff indicating satisfaction with in-house training provided | 100% | 100% | 100% | 100% | 100% | To be established |

Note: For input and output indicators related to receivership cases, claims, and proceedings, see the General Performance Information .

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: RECEIVERSHIP CASES | | | | | | |
|---|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 200 | Total number of cases, claims, and proceedings involving receiverships ¹ | 276 | 244 | 167 | 165 | 190 |
| 6231 | Total number of cases, claims and proceedings involving receiverships that are handled in-house | 206 | 193 | 128 | 127 | 151 |
| 6233 | Total number of cases, claims and proceedings that are handled by the Attorney General and contract counsel | 2 | 5 | 3 | 2 | 5 |
| 6232 | Total number of cases, claims and proceedings involving receiverships that are handled by contract counsel | 68 | 46 | 36 | 36 | 34 |
| 12285 | Number of billings of outside counsel for liquidations reviewed by section staff | 240 | 181 | 127 | 112 | 97 |
| 12287 | Total dollar amount of contract attorney fees and expenses certified by section staff | \$930,534 | \$496,805 | \$497,165 | \$749,166.83 | \$631,465 |
| 12288 | Number of companies for which section provided legal service | 39 | 37 | 24 | 22 | 23 |
| 499 | Number of hours billed by section staff | 4,274 | 3,450 | 3,176 | 3,358 | 3,051 |
| 12291 | Dollar amount billed by section staff | \$415,179 | \$346,549 | \$315,249 | \$334,701.81 | \$326,342 |
| 500 | Funds collected for legal services rendered by section staff | \$416,217 | \$209,707 | \$307,213 | \$323,400.39 | \$300,401 |
| 498 | Number of insurance estates closed and finalized by section staff | 4 | 13 | 4 | 3 | 1 |
| 12297 | Number of companies placed in receivership by section attorneys | 0 | 1 | 0 | 2 | 1 |

¹ The number of cases, claims, and proceedings involving receivership depends on the number of pending receivership estates. The goal of the receivership liquidation proceeding is to liquidate and close the estate. As receivership estates are closed, the number of pending receivership cases, claims, and proceedings decreases. If there is no need to place additional companies into receivership, the number of cases will not increase.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

8. (KEY) Through the Equal Opportunity Section of the Public Protection Division, to close __% of its enforcement cases within 120 days.

Strategic Link: This operational objective is related to the program's Strategic Objective VI.1: To maintain and/or increase the staff's closure rate of fair housing complaints by developing greater expertise by June 30, 2006. To achieve this strategic objective, the following Strategic Strategy VI.1.1 is identified: Provide in-house seminars and training sessions regarding fair housing laws which the staff is responsible for enforcing.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The attorney general is given sole authority to administer and enforce fair housing complaints initiated with the Office of the Attorney General (OAG) or with the U.S. Department of Housing and Urban Development (HUD). The OAG is subject to HUD review and receives HUD funding based on the number of cases closed.

Explanatory Note: To stimulate greater awareness of fair housing laws among the public and the regulated community, the OAG distributed 2,093 pieces of educational literature in FY 2000-2001.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 10448 | K | Percentage of cases closed within 120 days | 50% | 31% ¹ | 50% | 50% | 50% ² | To be established |
| 6243 | S | Percentage of section staff receiving in-house training | 100% | 100% | 100% | 100% | 100% | To be established |
| 6244 | S | Number of hours of in-house training provided | 6 | 6 | 6 | 6 | 6 | To be established |

¹ The department has experienced a significant reduction in the number of new cases received. Accordingly, the inventory of cases is largely "aged cases" (in excess of 100 days old). In addition, one investigator was on medical leave for 6 weeks, reducing overall number of cases which were closed.

² The Louisiana Equal Opportunity Act contains a provision which requires initial referral of complaints to a mediation panel. This results in a 10-day delay before investigation of the complaint can commence.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: EQUAL OPPORTUNITY SECTION, FAIR HOUSING COMPLAINTS/CASES | | | | | | |
|---|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 12300 | Number of fair housing complaints received | 69 | 82 | 61 ¹ | 132 | 118 |
| 12302 | Number of fair housing cases closed | 67 | 69 | 67 | 104 | 96 |

¹ The decrease in complaints/cases received was due to a temporary freeze on incoming complaints referred by HUD due to a complete turnover of compliance officers and a reduction in OAG staff.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

9. (KEY) Through the Consumer Protection Section of the Public Protection Division, to respond to consumer complaints within an average of __ days of receipt.

Strategic Link: This operational objective is related to the program's Strategic Goal IV: Ensure a fair and equitable environment in which consumers and business coexist. This operational objective is also related to Strategic Objective IV.2: Improve the resolution of consumer complaints handled through the mediation process through June 30, 2006.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Staff training is an important strategy for achieving the strategic goal and strategic and operational objectives cited above.

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|---|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 483 | K | Average number of days to respond to consumer complaints | 15 | 15 | 15 | 15 | 15 | To be established |
| 6227 | S | Percentage of section staff receiving in-house training | 100% | 100% | 100% | 100% | 100% | To be established |
| 6228 | S | Number of hours of in-house training provided | 5 | 3 | 5 | 5 | 5 | To be established |
| 6229 | S | Percentage of section staff indicating satisfaction with in-house training provided | 100% | 100% | 100% | 100% | 100% | To be established |

Note: For more information on consumer complaints and program outreach efforts, see the General Performance Information table that follows.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

| GENERAL PERFORMANCE INFORMATION: CONSUMER PROTECTION COMPLAINTS AND OUTREACH EFFORTS | | | | | | |
|--|---|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 486 | Number of consumer complaints logged ¹ | 1,700 | 2,103 | 1,355 | 1,519 | 1,775 |
| 6223 | Number of consumer outreach programs | 18 ² | 47 ² | 68 ² | 65 | 78 |
| 6224 | Number of consumer brochures distributed | 4,000 ² | 9,970 ² | 7,936 ² | 7,076 | 21,877 |
| 6221 | Number of enforcement actions filed | 90 | 74 | 164 ³ | 117 | 67 |

¹ The auto fraud activity, which is now a separate OAG section, was part of the Consumer Protection Section during these reporting years. However, the figures shown for consumer complaints logged do not include automobile fraud complaints, which have been separated from the total number of consumer complaints logged and are reported in the General Performance Information table appearing under Objective 10.

² Figures for consumer outreach programs and brochures distributed include odometer and auto fraud educational materials because that activity was part of the Consumer Section. Future figures for consumer protection outreach efforts will not include automobile fraud numbers.

³ More unregistered Multi-level Marketing/Pyramid Schemes as well as several other fraudulent appearing investment schemes were uncovered that expected.

DEPARTMENT ID: 04B Department of Justice
 AGENCY ID: 04-141 Office of the Attorney General
 PROGRAM ID: Program B: Civil Law

10. (KEY) Through the Auto Fraud Section of the Public Protection Division, to initiate investigation of odometer and auto complaints within an average of __ days of receipt of complaint.

Strategic Link: This operational objective is related to the program's Strategic Goal IV: Ensure a fair and equitable environment in which consumers and business coexist.

Louisiana: Vision 2020 Link: This objective is linked to Strategic Objective 1.8: "To improve the efficiency and accountability of governmental agencies."

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

| LaPAS PI CODE | L E V E L | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | | |
|---------------------|-----------------------|--|--|--|---|---|---|--|
| | | | YEAREND PERFORMANCE STANDARD FY 2001-2002 | ACTUAL YEAREND PERFORMANCE FY 2001-2002 | PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003 | EXISTING PERFORMANCE STANDARD FY 2002-2003 | PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004 | PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004 |
| 11891 | K | Average number of days to initiate investigation | 5 | 5 | 5 | 5 | 5 | To be established |

Note: For information on auto fraud complaints, see the General Performance Information table that follows.

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| GENERAL PERFORMANCE INFORMATION: AUTO FRAUD COMPLAINTS/CASES | | | | | | |
|--|---------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| LaPAS PI CODE | PERFORMANCE INDICATOR NAME | PERFORMANCE INDICATOR VALUES | | | | |
| | | PRIOR YEAR ACTUAL FY 1997-98 | PRIOR YEAR ACTUAL FY 1998-99 | PRIOR YEAR ACTUAL FY 1999-00 | PRIOR YEAR ACTUAL FY 2000-01 | PRIOR YEAR ACTUAL FY 2001-02 |
| 12314 | Number of auto fraud phone complaints | 4,634 | 3,591 | 4,031 | 4,288 | 3,123 |
| 12315 | Number of auto fraud complaints filed | 647 | 656 | 502 | 517 | 534 |
| 12316 | Dollar amount recovered for consumers | \$548,059 | \$416,289 | \$257,740 | \$405,400 | \$393,546 |